

SPECIAL SERVICES MANAGEMENT BUREAU (SSMB) OPERATION

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1. GENERAL

1.01 This section describes procedures used in the Special Services Management Bureau (SSMB) for handling special service trouble reports.

1.02 This section is reissued to show the current trouble ticket and explain its entries. Arrows indicating changes are omitted.

1.03 This section also provides instructions for completing the following documentation:

- (a) Trouble Report Ticket, Form P-7086
- (b) SSMB Trouble Logs, Form P-7087-O and Form P-7087-W
- (c) Trouble History, Form P-7088

2. PROCEDURES FOR HANDLING TROUBLE REPORTS

2.01 Trouble reports for special services will normally be received from the customer. Occasionally a report may be relayed from a Serving Test Center (STC), Plant Service Center (PSC), Toll Testroom, or employee.

2.02 Trouble ticket, Form P-7086 will be prepared for all special service trouble reported to the SSMB. Part 4 of this section describes entries to be made on this form.

2.03 While the customer is on the line:

- (a) Obtain the circuit card from the file.
- (b) Verify the circuit number, customer location, and *customer contact telephone number*.
- (c) Enter on the P-7086 the trouble reported exactly as it is reported by the customer.
- (d) Give the ticket number to the customer.
- (e) Obtain clearance to work on the circuit and determine if access to the customer's premises is or will be available, if needed.
- (f) Determine if the trouble has been isolated to Telco facilities or equipment, in cases of piece-out service.
- (g) Release the customer with a statement that we will keep him/her informed of the status of this case.

2.04 The pertinent information obtained from the customer is entered in the trouble log per part 5 of this section.

2.05 Refer the trouble to the Control Office, which may be a Toll Office, PSC, or STC. Note on the trouble ticket the office identification, time referred and the initials of the person to whom the report is given.

2.06 If the Control Office is not in operation at the time the trouble report is received, the Area office duty supervisor shall be notified.

Note: An exception may be made when it is obvious that service restoration will be expedited by dispatching the trouble to some location other than the Control Office. But, at the earliest opportunity the SSMB must notify the Control Office of the action taken.



- 2.07 While service restoration is in progress, observe the following:

Control Office

- (a) At thirty minute intervals, report to the SSMB the restoration status, and if possible the estimated time of service restoration.
- (b) If the outage time becomes excessive or service restoral activities appear inadequate, advise higher levels of management.

SSMB

- (c) At thirty minute intervals until the trouble is cleared, report the **restoration status**, and the estimated time of service restoration, to the customer. Report any significant change that indicates a prolonged clearing time.

Note: This is **not** a substitute for the reporting procedures required in Addendum 660-005-011PN.

- 2.08 Upon receiving notification that the trouble is cleared, perform the following:

- (a) Advise the customer that the trouble is cleared on circuit number, ticket number, time of clearance, and reason for the outage. Request the name of the customer's representative.
- (b) Complete the entries on the trouble ticket.
- (c) Record the final entries on the Form P-7087, Trouble Log.
- (d) Make appropriate entries on the Form P-7086, SSMB Trouble Ticket.
- (e) Record the information on the Trouble History card, Form P-7088.

3. EXCESSIVE OUTAGE TIME

3.01 The SSMB is responsible for advising higher levels of management when outage time becomes **excessive** or when service restoral activities appear to be inadequate. This responsibility is equally applicable to circuit Control Offices.

- 3.02 When a circuit has been out of service as indicated below, notify the supervisor of the group responsible for clearing the trouble:

- (a) One hour - first level supervisor
- (b) Two hours - second level supervisor
- (c) Three hours - District Plant Manager

3.03 An exception may be made by the responsible supervisor **only** when the cause and location of the trouble have been clearly established and restoration is proceeding as rapidly as possible, or if the Control Office has previously notified higher levels of management. (See Addendum 660-005-011PN.)

3.04 The SSMB may advise the second level supervisor or District Plant Manager sooner than the intervals specified in 3.02 if it appears that adequate remedial measures **are not** being taken to insure rapid service restoration.

4. TROUBLE TICKET, FORM P-7086

- 4.01 The SSMB Reports Ticket P-7086 is shown in Fig. 1.

Trouble

- 4.02 The following describes various written and marked entries to be made on the trouble ticket:

- (a) **Ticket No.:** Number according to the SSMB Trouble Log for reported trouble.
- (b) **Ticket No.:** Mark "INFO" if the circuit is released due to:
 - (1) A customer request for assistance in locating customer trouble.
 - (2) Service Order work.
 - (3) Trouble **not** affecting the customer's service and there is no lost time on service.
 - (4) A customer request for special treatment during cable activity which does **not** actually affect the circuit.

- (c) **Trbl/Rls:** Check TRBL block for all troubles reported by the customer to the SSMB or other PNB offices or employees.
- (d) **Circuit:** Enter the circuit number.
- (e) **Customer:** Enter the name of the company which leases the circuit.
- (f) **Class of Service:** Mark the appropriate block to indicate class of service.
- (g) **Received From:** Enter name of customer contact.
- (h) **Telephone No.:** Enter telephone number of customer contact.
- (i) **By:** Enter the initials of the person in the SSMB who received the trouble report.
- (j) **Time:** Enter the time the report was received by Telephone Company forces.
- (k) **Date:** Enter the date the report was received by Telephone Company forces.
- (l) **Control Office:** Enter the Control Office as designated on the circuit card.
- (m) **Number:** Plant Operating Unit/Plant Service Center number of the Control Office.
- (n) **Telephone No.:** Record the telephone number of the Control Office.
- (o) **Trouble Reported:** Describe the trouble exactly as reported by the customer.
- (p) **Ref. To, At and Time:** Enter the name or initials of the Telephone Company employee to whom the report is referred, the office or location employee works in, and the time.
- (q) **Advised, At and Time:** Enter the name, customer, and location of any customer personnel advised of the trouble condition.
- (r) **Trouble Found:** Enter a *complete* report of the trouble found and the cause. Also indicate what action was taken to clear the trouble and whether temporary or permanent repairs were made.
- (s) **Disposition of Report:** Check the appropriate block describing where the trouble was found or if it was not found. If there were multiple problems, check where the major trouble was found and *also* check *OTHER*. Indicate if the trouble was in an independent telephone company area (this includes all non-PNB companies). Check *MAN MADE* if the trouble is directly or indirectly due to PNB work forces.
- (t) **Date Restored:** Enter the date the service was restored.
- (u) **Time Failed:** Enter the time of customer report or the time the customer released the circuit for testing or repairs. If the date is other than that entered in (t), include it with the time failed.
- (v) **Time Rstd:** Enter the time the circuit was returned to the customer by SSMB; the time the circuit was restored if confirmed by the customer.
- (w) **Total Loss Time:** Enter the time from (u) to (v). This excludes:
 - (1) No access time
 - (2) Time held closed for customer's use.
 - (3) Any other *no lost time* period, on which SSMB receives the customer's agreement.
- (x) **Circuit Accepted By:** Note the customer contact to whom the circuit is returned.
- (y) **Study Code:** Used locally for any study information.
- (z) **Reptd Report:** Mark *YES* or *NO* to indicate any trouble with the circuit or served link within the reporting period.
- (aa) **Computer Code:** Used locally for computer loading or other special study purpose.

Releases

4.03 The following describes various written and marked entries to be made on the trouble ticket **for releases**.

- (a) **Ticket No.:** Number according to the SSMB Trouble Log, Form P-7087.
- (b) **Trbl/RLs:** Check RLS block for all releases requested by the Telco Repair forces whether for routine maintenance, clearance of a known trouble condition **unreported** by the customer, or any other action **affecting** circuits or service which is not reported as trouble.
- (c) **Circuit:** Enter the circuit number.
- (d) **Customer:** Enter the name of the company which leases the circuit.
- (e) **Class of Service:** Mark the appropriate block to indicate class of service.
- (f) **Received From:** Enter the name, initials or **sign** of person requesting circuit turn-down.
- (g) **Telephone No.:** Enter the number of person mentioned in 4.03 (f).
- (h) **By:** Enter the initials of the person in the SSMB who received the release request.
- (i) **Time:** Enter the time the **request is made** to release the circuit.
- (j) **Date:** Enter the date the **request is made** to release the circuit.
- (k) **Control Office:** Enter the Control Office as designated on the circuit card.
- (l) **Number:** Enter the Plant Operating Unit/Plant Service Center number of the Control Office.
- (m) **Telephone No:** Record the telephone number of the Control Office.
- (n) **Central Office - Toll or Local, Facility-Cable or CXR:** Check appropriate block to indicate where the circuit is released.

- (o) **Routine or Trouble:** Check to indicate the type of release.
- (p) **Order No:** Record the Estimate, Routine Order, Circuit Order, or Service Order number under which the work is to be done. This is important for accounting time against appropriate codes.
- (q) **Date Req:** Enter the date for which the release is requested.
- (r) **Time:** Enter the time for which the release is requested.
- (s) **Req By:** Enter the name and title of person arranging for the release.
- (t) **Telephone No:** Enter the number of the person arranging for the release.
- (u) **Customer Contact:** Enter the name of the customer contacted to arrange release.
- (v) **Telephone No:** Enter the number of the customer contact.
- (w) **Date:** Enter the date the customer was contacted for release. (Date should be **at least** 1 working day prior to the actual release date.)
- (x) **Approved - Yes or No:** Check whether customer agrees to release the circuit.
- (y) **Resistance - Old and New:** Show resistance changes if any.
- (z) **Transmission - Old or New:** Show transmission changes if any.
- (aa) **Facility - Old and New:** Show changes of facilities if any were made.
- (bb) **Remarks:** Describe the work done, include pertinent information such as measurements, circuit realignment, etc. Include any special requirements of the customer and the amount of time needed for circuit turn-down and turn-up.
- (cc) **Date Worked:** Enter the date of actual operation.

- (dd) **Time Rls:** Enter the time the circuit turn-down began.
- (ee) **Time Rstd:** Enter the time the circuit is turned back to the customer. (Release time is continuous until the customer gives acceptance of the circuit.)
- (ff) **Total Release Time:** Enter the total time from actual turn-down to the time that the circuit was released to the customer, excluding any periods the circuit was returned to the customer for his use.
- (gg) **Circuit Accepted By:** Enter the customer contact who accepted circuit restoral.
- (hh) **Study Code:** Used locally for any special study.
- (ii) **Computer Code:** Used locally for computer loading or other special study purpose.

4.04 The back of the ticket is used for maintaining a running log of the trouble clearing activities. (See Fig. 1.) If more space is needed, a supplemental ticket is used and attached to the initial ticket. (See Fig. 2.) This running log should be in sufficient detail to:

- (a) Reflect the current status of all trouble conditions.
- (b) Provide information for future trouble analysis.

5. TROUBLE LOG

5.01 The Trouble Log performs several functions, such as:

- (a) Provides an easy means for analyzing the volume and type of reports handled by the SSMB.
- (b) Provides a convenient means for analyzing the quality of service being provided to an individual customer.
- (c) Provides an excellent record of service details for reference, in joint Customer-Telephone Company meetings.

5.02 The log may be used in two different ways:

- (a) **For individual customers:** Usually a separate log will be maintained for each major customer that reports trouble to the SSMB. A new log should be started on the first of each reporting month.
- (b) **For all other customers:** A single log sheet may be used for the reports from smaller customers, where the volume of trouble calls does not warrant a separate record. A new log should be started on the first of each reporting month.

5.03 PNB uses two different Trouble Log forms:

- (a) **Form P-7087-O (Fig. 3)** is used to maintain a running account of all the trouble clearing activities of the Oregon SSMB. The log is then used as a source document to input the computer for monthly analysis of service.
- (b) **Form P-7087-W (Fig. 4)** is used to maintain a running account of all the trouble clearing activities of the Washington-Idaho SSMB. Monthly service analysis is then computed manually from this information.

5.04 The following entries are made on the log:

- (a) **Date:** Enter the date the trouble report is received.
- (b) **Ticket Number:** Enter the next ticket number in sequence.
- (c) **Customer:** Enter the name of the customer, *if different* from the name at the top. Leave blank *if* the name is the *same*.
- (d) **Circuit:** Enter the circuit number.
- (e) **Time Reported:** Enter the time the trouble report was received by Telephone Company forces.
- (f) **Trouble Report:** Give a brief description of the trouble report *as made* by the customer.
- (g) **Time Cleared:** Enter the time the customer was advised of service restoral and it is accepted by customer.

- (h) **Cause:** Describe briefly the cause of the trouble.
- (i) **Outage:** Enter the total hours and minutes that the customer was unable to use his service. This would be the difference between the time reported and the time cleared.

6. TROUBLE HISTORY CARD

6.01 The Trouble History Card, Form P-7088, is an envelope. The front side lists the circuit number and other identifying information. (See Fig. 5.) The back is used for logging each case of trouble that has occurred on the circuit. (See Fig. 6.)

6.02 All information necessary for service restoral should be kept inside the envelope. This information may include line cards, circuit layout cards, sketch cards, equipment cards, or any other details which should be readily available to help analyze trouble conditions.

6.03 When the back of the envelope has been completely filled, the contents of the envelope should be transferred to a new envelope. The old envelope should be marked #1 on the front, and then filed for future reference. The new envelope should be marked #2 and placed in the active file. As further new envelopes are required, each shall be given the next consecutive number.

7. FORMS - ORDERING GUIDE

- Form P-7086, SSMB Trouble Ticket
- Form P-7086-1, Supplemental Trouble Ticket
- Form P-7087-W, SSMB - Trouble Log (For Washington)
- Form P-7087-O, SSMB - Trouble Log (For Oregon)
- Form P-7088, Trouble History

Note: See your Forms Catalog.

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Front

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Back

Fig. 1 — SSMB Trouble Ticket, Form P-7086

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Form P-7088 (2-65)

CUSTOMER _____

ADDRESS _____

CONTROL OFFICE _____

(Front)

Fig. 5 — Trouble History Card, Form P-7088

